ECS/EMD Configuration Change Request

1. Originator Benzell Floyd	2. Log Date: 5/26/04	3. CCR #: 04-0270	4. Rev: —	5. Tel: (301)925-0518	6. Rm #: 3083	7. Org. COTS SW

8. CCR Title: Upgrade Remedy 4.5.2 on p2ins02, p0dip04 (PVC) to Remedy ARS 5.1.2

9. Originator Signature/Date **Benzell Floyd** /s/ 5/25/04	10. Class II	11. Type: CCR	12. Need Date: 06/03/04

13. CCR Sponsor Signature/Date **Pamela Johnson** /s/ 5/25/04	14. Category of Change: Other	15. Priority: (If "Emergency" fill in Block 27). Routine

16. Documentation/Drawings Impacted *(Review and submit checklist):* 920-TDP-002	17. Schedule Impact:	18. CI(s) Affected:MLCI, MCI

19. Release Affected by this Change: 7.00+	20. Date due to Customer:	21. Estimated Cost: None - Under 100K

22. Source Reference: ☐NCR (attach)   ☐Action Item   ☐Tech Ref. ☐GSFC   ☒Other:
P3 Activity ID: E1CTINF294; ECS COTS Deployment Plan, Vol 8 (335-CD-008-001)

23. Problem: (use additional Sheets if necessary)
The EMD baselined Remedy ARS Version 4.5.2 (used for Trouble Ticket and Inventory, Logistics, Maintenance (ILM) applications) is no longer supported by its vendor and must be upgraded to a newer Remedy version, Remedy ARS 5.1.2. Remedy 5.1.2 needs to be installed and tested on p2ins02 before forwarding this version to the DAACs for installation and use.

24. Proposed Solution: (use additional sheets if necessary)
Upgrade Remedy ARS Version 4.5.2 on p2ins02 to Remedy ARS Version 5.1.2 and apply the Remedy ARS 5.1.2 related server patches. Install Remedy ARS 5.1.2 Email Engine and patch, Mid Tier capability, Mid Tier patch, and J2SDK ver. 1.4.1_7 (for Mid Tier) on p2ins02. Install Remedy ARS 5.1.2 Admin and User tools clients on p0dip04 (PVC Remedy PC). A Mid Tier license key is required and is provided by Remedy at no additional cost.

25. Alternate Solution: (use additional sheets if necessary)
none

26. Consequences if Change(s) are not approved: (use additional sheets if necessary)
We would be unable to exercise the Remedy 5.1.2 upgrade procedures and the EMD Remedy applications in a DAAC-like environment before delivering Remedy 5.1.2 to the DAACs.

27. Justification for Emergency (If Block 15 is "Emergency"):

28. Site(s) Affected: ☐EDF ☒PVC ☐VATC ☐EDC   ☐ GSFC ☐LaRC ☐NSIDC ☐SMC ☐AK ☐JPL
                    ☐EOC ☐ IDG Test Cell ☐Other

29. Board Comments:	30. Work Assigned To:	31. CCR Closed Date:

32. SCDV CCB Chair (Sign/Date): **Byron V. Peters** /s/ 5/27/04	Disposition: Approved App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ECS
33. EDF CCB Chair (Sign/Date):	Disposition: Approved App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ECS
34. ECS CCB Chair (Sign/Date):	Disposition: Approved App/Com. Disapproved Withdraw Fwd/ESDIS ERB Fwd/ESDIS